

## RICHMOND COUNTY SERVICE DELIVERY COLLABORATION PLAN TANF CLIENTS

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### PARTNER AGENCIES

Richmond County Department of Family and Children Services (DFCS)  
Augusta Technical Institute (A/Tech)  
Richmond/Burke Job Training Authority (JTPA)  
Division of Rehabilitation Services (DRS)  
Department of Labor Field Service Office (DOL-FSO)  
Community Mental Health - East Central Georgia (CMH-ECG)  
CSRA Economic Opportunity Authority (EOA)  
Housing Authority of Augusta (AHA)  
Child Support Enforcement (CSE)

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- Focus:** To implement a unified strategy to create a more effective and efficient service delivery system for TANF clients; To carry out stipulations of Georgia's DHR/DOL/DTAE Collaborative Agreement.
- Approach:** Richmond County DFCS Case Managers make preliminary assessment of DFCS clients and [REFER](#) accordingly :
- LEVEL I.** Job Ready Clients - To DOL-FSO Special Assistance Unit/DFCS Employment Service Team ; To EOA.
- LEVEL II.** Clients needing remediation, GED, skills training, intensive job readiness training - To Augusta Tech-New Connections and to JTPA, EOA, other partner agencies and/or other appropriate service providers.
- LEVEL III.** Clients with disabilities, clients in crisis (substance abuse, domestic violence, mental health/retardation, etc.) - To Rehabilitation Services; To Mental Health.

**Note:** Richmond County DFCS will ensure that all DFCS clients are referred to DOL/FSO to be registered.

## SERVICE DELIVERY COLLABORATIVE PARTNERS

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### I. DEPT OF LABOR-FIELD SERVICE OFFICE

#### A. Assessment/Referral

1. **DOL-FSO SPECIAL ASSISTANCE UNIT and DFCS EMPLOYMENT SERVICE TEAM** assesses work readiness of **Level I** referrals.
2. **DOL-FSO** provides job readiness training (4 to 12 hours) to Level I clients as needed.
3. **DOL-FSO SPECIAL ASSISTANCE UNIT AND DFCS EMPLOYMENT SERVICE TEAM** will provide clients with job leads and/or job referrals.
4. Clients requiring more intensive job readiness training or skills training will be referred back to **DFCS** for additional referrals (Level II, or III).

#### B. Case Management

1. **DFCS CASE MANAGERS** maintain regular case management responsibilities for **LEVEL I** clients.
2. **THE DFCS CASE MANAGER**, upon receiving reports from **DOL-FSO SPECIAL ASSISTANCE UNIT** of a client's failure to properly participate in the job development/job placement process will investigate and determine what appropriate action is required. **THE DFCS CASE MANAGER** will notify the **SPECIAL ASSISTANCE UNIT** of the action taken and the results.

#### C. Job Development/Job Placement

1. **LEVEL I, Work-ready clients are responsible for seeking unsubsidized employment. DOL-FSO SPECIAL ASSISTANCE UNIT AND THE DFCS EMPLOYMENT SERVICE TEAM** are responsible for assisting work-ready clients by providing job development, job placement and job referral services. These services are rendered to assist work-ready clients in obtaining unsubsidized employment (first priority) and subsidized employment (second priority).

2. **DOL-FSO SPECIAL ASSISTANCE UNIT AND THE DFCS EMPLOYMENT SERVICE TEAM** will work jointly and independently to develop jobs in the private sector and **DFCS EMPLOYMENT SERVICE TEAM** will develop jobs in the public sector for work-ready clients. Clients must be placed in full-time unsubsidized jobs as a first priority and part-time unsubsidized or subsidized jobs as a second priority. Full time employment is defined as thirty (30) hours per week. **DFCS EMPLOYMENT SERVICE TEAM** will handle contract negotiations for all subsidized placements (Work Experience, On-the-Job Training, Work Supplementation, etc.).
3. **DOL-FSO SPECIAL ASSISTANCE UNIT** and **DFCS EMPLOYMENT SERVICE TEAM** will share applicable placement information.
4. **DOL-FSO SPECIAL ASSISTANCE UNIT** has the responsibility of notifying **DFCS** if the client is not properly participating in required job development and job placement activities.

**D. Follow-up**

1. **DOL-FSO SPECIAL ASSISTANCE UNIT** will (1) verify employment status of client-employee at [30 days after placement](#) and (2) notify **DFCS EMPLOYMENT SERVICE TEAM** within 30 days of verification.
2. **DOL-FSO SPECIAL ASSISTANCE UNIT** will handle employer's grievances and **DFCS EMPLOYMENT SERVICE TEAM** and **DFCS CASE MANAGER** will handle client-employee grievances.

**II. AUGUSTA TECH NEW CONNECTIONS TO WORK PROGRAM**

**A. Assessment/Referral**

1. **NEW CONNECTIONS TO WORK** will conduct a Workshop - 30 to 60 hours or more depending on client need. Workshop includes training in Job Readiness/Workforce Preparation, Life Management Skills, Motivation/Retention.
2. Clients will be given TABE, ASSET and Holland SDS (interest and aptitude) tests. JTPA may administer CAPS and COPS where deemed necessary.
3. **JTPA** and **DOL** will provide orientation services to clients as part of workshop.

4. Upon completion of workshop **NEW CONNECTIONS** will determine Basic Skills/GED, short-term or long-term training and/or job readiness needs of clients based on assessment results. **NEW CONNECTIONS** will send to **DFCS** the names of clients needing their GED and the GED programs referred to. Clients 20 years of age and older will need a primary activity of at least 25 hours per week. For clients under 20 years of age attending GED classes can be a primary activity.
5. **NEW CONNECTIONS** will recommend clients appropriate for **JTPA** funded short-term or long-term training. **JTPA STAFF** will take applications on site or distribute pre-application packets as appropriate.
6. **NEW CONNECTIONS** will process non-JTPA funded clients through Career Transition Services.
7. **JTPA** will process JTPA funded clients through eligibility and assessment processes. **Note:** Assessment information compiled by **RICHMOND COUNTY DFCS and/or NEW CONNECTIONS** may be used which will shorten processing time. **AUGUSTA TECH JTPA DIRECTOR** will be provided with referrals of clients who are eligible and appropriate for training for selection.
8. Clients selected for **JTPA** funded long-term (greater than 6 months) training (Tier-C) will be processed through **JTPA** for enrollment in the **AUGUSTA JTPA PROGRAM**.
9. Clients selected for **JTPA** funded short-term (6 months or less) training under **NEW CONNECTIONS** Tier-B will be processed through **JTPA** for enrollment in the **A/T JTPA** program or any of the other **JTPA** training programs.

**B. Case Management**

1. **THE DFCS CASE MANAGER** is the primary case manager for **LEVEL II** clients; **CASE MANAGERS FOR SERVICE PROVIDERS** funding the training for **LEVEL II** clients will serve as secondary case managers. **The SERVICE PROVIDER CASE MANAGER** will notify the **DFCS MANAGER** if the client is not participating in training as required.

**C. Job Development/Job Placement**

1. **DOL/FSO and the SERVICE PROVIDER providing training** are both responsible for job development and job placement.
2. Clients will be required to register with the **DOL-FSO** prior to the completion of training.

3. **SERVICE PROVIDER CASE MANAGER** will notify the FSO Service Specialist that a client is ready to be placed.
4. The **DOL-FSO** may provide job search assistance through its 4 - 12 hour programs, if appropriate.
5. Information regarding referrals to employers will be coordinated between the **SERVICE PROVIDER JOB DEVELOPER and DOL-FSO SERVICE SPECIALIST** so that each is aware of the placement efforts being made.
6. **THE SERVICE PROVIDER JOB DEVELOPER or DOL-FSO SERVICE SPECIALIST** will share placement/employment information.
7. **THE SERVICE PROVIDER JOB DEVELOPER or DOL-FSO SERVICE SPECIALIST** will notify **DFCS** if a client is not participating in required job development and job placement activities.

**D. Follow-up**

1. The **JTPA SERVICE PROVIDER CASE MANAGER** or the **DESIGNATED STAFF of the PARTNER AGENCY** funding the training will be **responsible for client follow-up.**
2. Follow-up will be conducted on a bi-weekly basis up to 13 weeks for **JTPA** trained clients. Partner Agencies follow-up will be conducted in accord with their procedures.
3. Contacts will be made to ensure that current contact information is accurate, that supports are in place to address any needs the client may have (e.g. child care, transportation, etc.) and that the placement is proceeding smoothly.
4. Where supportive service problems are identified, the **SERVICE PROVIDER CASE MANAGER** will coordinate with the **DFCS EMPLOYMENT SERVICE WORKER** to resolve the problem.
5. Where the client has lost employment, the **SERVICE PROVIDER CASE MANAGER and FSO SERVICE SPECIALIST** will consult to initiate additional job referrals.

**III. DIVISION OF REHABILITATION SERVICES**

**A. Assessment/Referral**

1. **Level III** referrals (up to DRS's capacity to serve customers) will be

assessed by the Division of Vocational Rehabilitation as appropriate.

2. **DRS** will determine if client has a disability and if the disability results in an impairment to employment.
3. **DRS** will determine if rehabilitation services are needed to assist the client in becoming employed.
4. **DRS** will determine if client meets the Order of Selection (priority categories) requirements in order for services to be provided.
5. If client is eligible and funding exists through **DRS**, the client will be served and case managed through this program.
6. Referrals to this assessment block can be made at any point that it is determined that a non-skills/education barrier exists.

**B. Case Management**

1. **REHABILITATION COUNSELOR** will provide case management with collaboration and input into Work Plan, services and funding by **DFCS CASE MANAGER**. Other partner agencies will be included as appropriate.

**C. Job Development/Job Placement**

1. **DRS ACCOUNT REPRESENTATIVE**, in conjunction with Rehabilitation Team will initiate placement efforts.
2. **ACCOUNT REPRESENTATIVES, DOL-FSO SPECIAL ASSISTANCE UNIT and DFCS EMPLOYMENT SERVICE TEAM** will share job market information.
3. All partners will be notified of placement.

**D. Follow-up**

1. **DRS** will monitor placement and initiate needed support services for a period of 90 days following placement. Support Services will be coordinated with other partners.

**IV. COMMUNITY MENTAL HEALTH - EAST CENTRAL GEORGIA (MENTAL HEALTH/MENTAL RETARDATION/SUBSTANCE ABUSE)**

**A. Assessment/Referral**

1. **Level III** referrals will be made to the Community Mental Health Centers for persons with diagnosed mental health and/or substance abuse barriers to employment.
2. An initial evaluation will be made to determine if client is eligible and most in need through a Diagnostic and Statistical Manual for Mental Disorders (DSM-IV).
3. If eligible, the client will be placed in a treatment program.
4. Clients will be assigned to a **CASE COORDINATOR** who will coordinate services to be received. Once the client is progressing satisfactorily the DFCS **CASE MANAGER** will be notified to begin referrals for other services.
5. If not eligible, the client will be referred to other community treatment programs.
6. Referrals to this assessment block can be made at any point that it is determined that a non-skills/education barrier exists of this nature.

**B. Case Management**

1. **DFCS CASE MANAGER** serves as primary case manager for **Level III** clients receiving Community Mental Health services.
2. **The COMMUNITY MENTAL HEALTH CASE MANAGER** serves as secondary case manager for **Level III** clients providing the following Community Mental Health services:
  - a. Facilitating the client's referral and connection with new and modified services at major junctures to include admission to service and/or transfer between agency programs.
  - b. Maintenance of the client's individualized Treatment Plan
  - c. Insuring that key staff involved in providing services to the client receives all relevant information.
  - d. Promoting the participation of the client, and when appropriate, the client's family in the review of the client's treatment plans, goals, status, progress, etc

- e. Discharging client from **MENTAL HEALTH** to other community services.

**C. Follow-up**

1. After discharge **MENTAL HEALTH** makes **Level III** referrals to collaborative agencies ; Maintains communications with collaborative agencies regarding client's status.
2. Follows up with client and collaborative agencies in order to facilitate the maintenance of goals which have been met and establishes new goals.

**V. CSRA ECONOMIC OPPORTUNITY AUTHORITY, INC.**

**A. Assessment/Referral**

1. **EOA** staff will complete CSBG family assessment.
2. **EOA** will assess work readiness of **LEVEL I, II and III** Job Readiness participants . Assessment will include interest/aptitude inventory, self-assessment of skills, work/volunteer/skills history, and TABE testing, as needed.
3. **EOA, DFCS EMPLOYMENT SERVICE TEAM and DOL** pursue job placements for work ready customers; provide clients/customers with job leads/referrals.
4. **EOA** will develop an action plan and refer clients/customers and family to services as needed. **EOA** services are: Headstart, Next Step Program, Transitional Housing, Clothes and Food Referral, Furniture Bank, Emergency Mortgage/Rent Assistance, Energy Assistance, Limited Transportation, Support Groups for Recovering Addicts, Weatherization and Parenting Skills.
5. **EOA** will provide Job Readiness/Job Search training for eligible adults which includes: networking, filling out job applications, resume development, conflict resolution, communication skills, personal care/grooming, interviewing skills, employer/employee relationship, etc.
6. **EOA** will work with local employers, **DOL, JTPA, DTAE, DFCS** and other TANF service providers to provide clients/customers with the necessary resources needed to move from welfare to employment.
7. **EOA/DFCS** will refer clients to **JTPA** for occupational skills training, if appropriate.



**B. Case Management**

1. **DFCS** will have primary case management responsibility and **EOA** will provide activity case management services.

**C. Job Development/Job Placement**

1. **EOA** will provide job placement services for its clients/customers in conjunction with **DOL** and **DFCS**.
2. **EOA CASE MANAGER** will notify **DOL** and **DFCS** when EOA staff makes a placement.

**D. Follow-up**

1. **PRIMARY CASE MANAGER (DFCS)** and **DOL** will be responsible for providing follow-up services for employees and employers. Primary Case Manager (**DFCS**) will be responsible for communicating with the **EOA ACTIVITY CASE MANAGER** regarding clients/customers progress.
2. **PRIMARY CASE MANAGER (DFCS)** and **ACTIVITY CASE MANAGER (EOA)** will insure that clients/customers are informed of and receive eligible support services.

**VI. AUGUSTA HOUSING AUTHORITY**

**A. Assessment/Referral**

1. **Level I, II and III** clients needing assistance are referred to the **Augusta Housing Authority (AHA)**. Clients apply for housing assistance under any one of the housing programs managed by the Augusta Housing Authority: (1) The Public Housing Program, (2) The Section 8 Rental Certificate & Rental Voucher Program (applications closed at present), and (3) the Section 8 Certificate Moderate Rehabilitation Program-River Glen Apartments.

**B. Case Management**

1. **Child care assistance** is available to **Level I, II and III clients** who are public housing residents or Section 8 participants. The assistance is provided through the **Augusta Housing Authority's Child Care Development Centers**. Fees for child care assistance are assessed on a sliding scale based upon income.

2. **The Augusta Housing Authority Case Manager** serves as primary case manager for all services rendered by the **Housing Authority** to residents and Section 8 participants.

**C. Job Development/Job Placement**

1. Clients who are public housing residents or Section 8 participants are required to notify their **Augusta Housing Authority Case Manager** within 10 days after becoming employed. Failure of the resident or participant to report employment could result in sanctions. New income may affect the calculation of the client's monthly rental income. **The AHA Case Manager** will advise the client on the impact that employment and increased family income will have.
2. Income derived from a client's (head of household) participation in a **DFCS or other partner agency's** qualified training program may be excluded from their rental calculation under the [Public Housing Program](#) for up to eighteen (18) months.

**D. Follow-up**

1. **The AHA Case Manager** will conduct a follow-up after the 18 month exclusion period to determine the new monthly rent the client must pay based upon the earned income from employment.
2. All public housing residents and Section 8 participants must undergo eligibility determination annually in order to be recertified.